

PSC No. 1 – Water
UNITED WATER NEW ROCHELLE INC.
Initial Effective Date: **January 1, 2014**

Leaf No. **38.1**
Revision: **0**
Superseding Revision:

- iii. if the bill is for previously unbilled unmetered service, that the bill is for an estimated amount of service used but previously not billed, the reason the bill was not rendered at the time the service was used, the basis used for calculating the amount of service billed, and the period of the unmetered service.

Nothing in this Section prevents the Company from providing pertinent messages and information on the bill, as long as such information does not interfere with the presentation of the information required by this Section.

21.A DEFERRED PAYMENT AGREEMENTS - RESIDENTIAL CUSTOMERS

- (a) (1) The Company must provide a written offer of a payment agreement to an eligible Customer or applicant at the following times:
- (i) Not less than five calendar days before the date of the scheduled termination of service for nonpayment of arrears, as indicated on a final termination notice, or eight calendar days, if mailed;
 - (ii) When payment of outstanding charges is a requirement for acceptance of our application for service;
 - (iii) When it renders a backbill which is more than \$100; provided however, that a utility is not required to offer an agreement under this section where the Customer's culpable conduct caused or contributed to the underbilling.